



Reasons for Implementing a Carpet Cleaning and Maintenance Program

There are three main reasons for implementing a carpet cleaning and maintenance program:

- Carpeting is a significant financial investment for a facility;
- It improves the overall facility image; and
- It extends the life and preserves the appearance of the carpet.

Five Elements of a Carpet Maintenance Plan

1. Reducing Soil Entering the Building

- In order to limit the amount of soil entering a facility, the facility needs to have an entryway maintenance policy and 12 to 15 feet of walk-off matting at each main entryway.

2. Vacuuming

- Vacuuming is the most important and cost-efficient element of an effective carpet maintenance program.
- Vacuuming can remove more than 80 percent of the soil that accumulates on a daily basis. Vacuuming is also effective in maintaining carpet appearance and preventing carpet pile from becoming matted.
- A good carpet care and maintenance program focuses on vacuuming carpets in heavy traffic areas daily, and in medium to lightly traffic areas every two to three days.

3. Removing Spots and Spills

- Custodians should look for unreported spills and spots while cleaning and take action when they are found.
- The quick removal of spots and spills will reduce the likelihood of stains becoming permanent or requiring harsher and more aggressive chemical treatments.

4. Interim Cleaning

- Interim cleaning is a scheduled cleaning conducted at set frequencies to improve carpet appearance.
- Interim cleaning focuses on heavy traffic areas that become matted and can no longer be restored by normal vacuuming.
- Custodians should perform interim cleaning before soils are visible, appearance is diminished and soiled traffic lanes appear.

5. Restorative Cleaning

- Restorative cleaning is the scheduled deep cleaning of carpets to remove residues and trapped soils left behind after vacuuming and interim restorative cleaning procedures.
- If custodians maintain carpets properly, carpets should only need deep cleaning once a year for heavy to medium traffic areas, and once every two years for light traffic areas.

Carpet Maintenance Green Cleaning Principles and Best Practices

- Phase out or replace older vacuums with those listed on the OGS-Approved Green Cleaning Products list.
- Use extraction equipment that removes enough moisture to allow carpets to air dry completely within 24 hours.
- Maintain vacuum cleaners and filters regularly.
- Use approved filters and bags for vacuums and ensure they are properly installed.

- Use wet vacuums and/or spray-and-vacuum systems for wet soil removal.
- Use OGS-approved carpet cleaners.
- Use the least amount of moisture and cleaning product needed for spot cleaning.
- Minimize the amount of cleaning product used by following the manufacturers' recommended dilutions.
- Vacuum clean carpets and rugs regularly to reduce the use of carpet cleaning chemicals.
- Always dry-vacuum before using carpet extraction cleaning methods.
- Use cleaning methods recommended by the carpet's manufacturer.
- Create a facility-wide policy for timely reporting of spills to custodial staff.
- Implement an entryway maintenance program that includes: removal of dirt/debris from the sidewalks and parking lots outside main entryways; redirecting pedestrian traffic away from areas with dirt and debris by roping off these locations; establishing and maintaining adequate walk-off matting at main entryways; and planting low maintenance vegetation that doesn't have berries, flowers or leaves.
- Focus cleaning efforts on high-traffic areas (usually within 30 to 50 feet of an entryway).

Worker Safety

- Be aware of the chemicals that are used in your work place.
- Make sure all chemical storage containers are properly labeled.
- Read Material Safety Data Sheets (MSDS) and labels for every product.
- Know how to read and understand MSDSs.
- Never mix chemicals unless directed by the manufacturer.
- Do not use chemicals on surfaces for which they are not intended.
- Always wear the recommended Personal Protection Equipment (PPE) when using chemicals.
- Read and understand your facility's written Hazard Communication Program.
- Use an automated chemical dispenser/dilution system whenever possible to reduce chemical exposure and provide accurate dilutions.
- Undergo adequate training for equipment use, chemical handling, and cleaning procedures.
- Never operate equipment you have not been trained to use.
- Never unplug electrical equipment by the cord, use the plug. Check cords for cuts and missing prongs.
- Never use a dry vacuum for a wet vacuum application.
- Make sure the equipment fits and is properly adjusted to reduce fatigue and physical injuries.
- Place wet floor signs near the carpets being extracted.
- After performing carpet extraction activities, dry soles of shoes before stepping on to hard flooring to prevent slipping.



Carpet Care and Maintenance Quick Reference Card

Typical Carpet Cleaning Complaints

- Debris still on the floor.
- Baseboards and corners not vacuumed.
- Unplugged electrical equipment.
- Objects not returned to their original location (i.e., trash cans, chairs, desks).
- Damp or wet carpet after carpet extraction.

Carpet Care Procedures and Equipment Matrix

| Equipment | Procedure | | |
|------------------------------------|-----------------|---------------|----------------------------|
| | Vacuum Cleaning | Spot Cleaning | Carpet Extraction Cleaning |
| Pump up chemical sprayer | | ✓ | ✓ |
| Caution signs | ✓ | ✓ | ✓ |
| Vacuum cleaner | ✓ | ✓ | ✓ |
| Spare vacuum bags | ✓ | ✓ | ✓ |
| Towel | | | ✓ |
| Carpet extractor | | ✓ | ✓ |
| Spot remover kit | | ✓ | |
| Portable/commercial carpet spotter | | ✓ | |
| Air movers/carpet blowers | | ✓ | ✓ |
| Putty knife | | ✓ | |
| Absorbent white cloths | | ✓ | |

Four Steps in Carpet Maintenance Procedures

1. Preparing Equipment
2. Performing cleaning task(s)
3. Verifying/inspecting work
4. Cleaning and storage of equipment

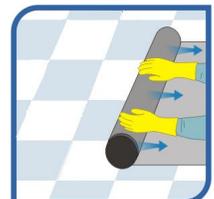
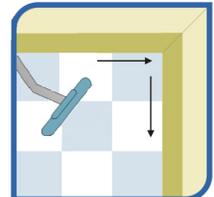
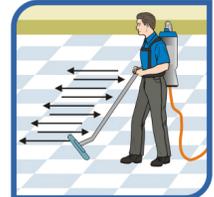
General Vacuum Cleaning Rules

- Perform dry cleaning procedures before wet procedures.
- Clean carpets at the furthest corner of the room and work toward the exit for open areas and clockwise or counterclockwise around small offices with furniture.
- Slightly overlap each pass with the vacuum to ensure complete coverage.
- Move the vacuum slowly enough to allow enough time for the suction and brush to lift soil from the carpet.

- Heavily soiled areas may require two or more passes of the vacuum to remove the soil.
- Always follow the manufacturers' recommendations for using their products.
- Check the vacuum bag often and change it when it becomes full.

Vacuuming Procedure - Rooms with Furniture

1. Begin cleaning using overlapping push-pull strokes about three feet long. Vacuum so that the nap of the carpet is raised up during the pull stroke.
2. Move counter-clockwise around the room to prevent missing areas.
3. Leave slack in the cord to prevent the plug from being pulled out of the wall and possibly damaging the prongs.
4. Pickup large pieces of debris by hand that may clog or damage the vacuum as you work.
5. Move furniture and other objects as little as possible to reduce repositioning them in the wrong places.
6. Make sure to vacuum corners, edges and underneath desks and trashcans.
7. Vacuum mats, then roll them up and vacuum the floor underneath.
8. Vacuum under electrical wires by lifting them high enough off the ground that the vacuum cannot get caught on them.
9. When unplugging the vacuum, DO NOT pull the cord, pull from the plug.
10. Verify that all areas are adequately vacuumed.





Carpet Care and Maintenance Quick Reference Card

Spot Cleaning Procedure

Before spot cleaning:

- Try to identify what material caused the stain.
- If it has not been done so already, test and document the carpet fabric for color fastness.

1. If solids or semi-solids are present, remove them with a spatula or spoon.



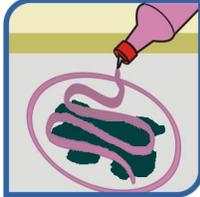
2. A wet/dry vacuum can be used to pick up liquids and solids as well.



3. Using a clean absorbent towel, blot the stain to remove additional liquid.



4. Select the proper spot removing agent and apply it to the stain.



5. Using a white cloth, work the stain remover into the carpet starting from the edges of the stained areas and moving to the center of the stain.



6. Using a clean cloth, blot the stained area to remove the stain and cleaner. Continue until the stain is no longer being transferred to the cloth and then apply the spot remover agent again to a new clean area of the cloth and repeat.



7. Repeat the process until no more stain is being removed.

8. Rinse area with water or a neutralizing agent and blot dry.

9. If the first spot cleaning attempt fails to remove the stain, allow the area to dry completely before repeating. If the spot removal agent requires neutralization, then neutralize it and let the carpet dry.

10. If a second cleaning attempt does not remove the stain, it may be permanent or at least not removable by this method.

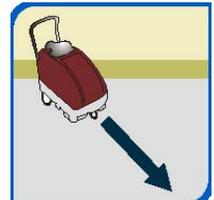
Interim and Restorative Cleaning Using Carpet Extraction

Preparation for Carpet Extraction

1. Assemble the needed equipment and supplies. Fill the solution tanks or portable buckets with properly-diluted carpet cleaning solution. Use PPE when working with chemicals.
2. Mobilize equipment to the work area.
3. Remove all obstructions from the work area. When possible, move furniture out of the work area. Remember to return objects and furniture back to their original positions.
4. Place 'wet floor' warning signs at each end of the work area to prevent foot traffic through the work area.
5. Thoroughly vacuum the area as the removal of surface soils prior to extraction will improve the final results.
6. Perform spot removal procedures on any visible stains.

Carpet Extraction Procedure

1. Begin making passes back and forth across the carpet and injecting cleaning solution. Overlap each pass slightly and **do not over saturate** the carpet with solution. The detergent and soil solution should be lifted from the carpet moments after being injected into the carpet with little remaining after each pass.
2. Make several passes over heavily-soiled areas (high traffic areas) to ensure soil is lifted from the carpet.
3. Turn off the solution dispenser and begin making passes back and forth with only the extractor's vacuum feature on to remove as much of the solution from the carpet as possible.
4. Let the carpet air dry or use air movers to speed up the drying time.
5. Verify the carpet is clean and let it dry for one to three hours.
6. Return objects and furniture back to their original positions. Place squares of aluminum foil or plastic wrap under the feet of the furniture to prevent them from becoming stained by moisture still present in the carpet.



SUSTAINABLE STATE OPERATIONS
New York Actions → Global Impacts

For additional information, visit the
New York State Green Cleaning Program website at:
Greencleaning.ny.gov
or contact the OGS Environmental Services Unit at:
518.408.1782